



05-03-04

2143

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2143

Examiner Azizul Q. Choudhury

In Re: Stefaan Coussement
Case: P4644
Serial No.: 09/757,728
Filed: 01/09/2001
Subject: System for Reporting Client Status Information to Communications-
Center Agents

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

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Technology Center 2100

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing seven (7) references received from the European search report (copy enclosed), mailed 03/15/2004. Applicant desires that the references be entered in the above-referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

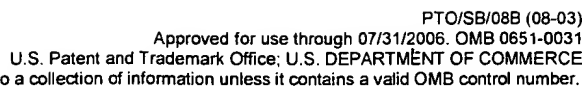
Stefaan Valere Albert Coussement

by

Donald R. Boys
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1

of

2

Application Number

09/757.728

Filing Date

01/09/2001

First Named Inventor

Stefaan Coussement

Art Unit

2143

Examiner Name

Azizul Q. Choudhury

Attorney Docket Number

P4644

NON PATENT LITERATURE DOCUMENTS

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Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:**

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Date of Deposit: 04/30/2004

Ref: Case Docket No.: P4644

First Named Inventor: Stefaan Valere Albert Coussement

Serial Number: 09/757,728

Filing Date: 01/09/2001

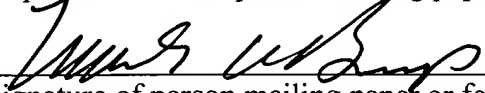
Title of Case: System for Reporting Client Status Information to Communications-Center Agents

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Alexandria, VA 22313.

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of 7 publications cited in the IDS.
4. Copy of European search report for application number EP 02 00 0168.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)



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